



Department of Animal Services

Department of Animal Services

Animal Shelter

Animal Control



Department of Animal Services

Mission Statement

As Loudoun County's leading animal resource, the Department of Animal Services is dedicated to ensure the humane treatment of animals and to serve the community with compassion, integrity and professionalism. Staff are committed to fostering the human-animal connection through an innovative and creative approach to animal sheltering, law enforcement, humane education and community outreach.

Description

The Department of Animal Services is organized into two program areas – Animal Shelter Operations and Animal Control Operations. The Animal Shelter, which is located in Waterford, Virginia, is staffed 365 days a year to accomplish its mission of promoting and providing for the safe, humane and lawful care and treatment of companion animals. In addition to caring for the animals under its charge, the Animal Shelter is open to the public for animal adoptions, stray drop-off and surrenders, lost and found identification and returns, dog licensing, and animal behavior counseling and guidance. Community outreach efforts are designed to enhance the Department's adoption programs and provide a venue for promoting animal care and welfare educational information. Volunteers provide critical support to departmental enrichment and socialization programs as well as participation in adoption events and activities. Animal Control Officers (ACOs) enforce the Comprehensive Animal Laws of Virginia and local ordinances 24 hours a day, 7 days a week. ACO's also serve as a resource to the community on companion animal care and safety issues, to pet owners in need of assistance for the care of their animals, and to provide guidance on wildlife issues and concerns.

Budget Overview

FY 2012 Issues

- Accessibility to the eastern and southern areas of the county continues to be an issue.
- The Department will be increasingly challenged in maintaining levels of service to animals, especially with the growing number of animal control cases involving inadequate care of horses, livestock and poultry.
- The continued increase of animal related call volume in the western and northern areas (west/north of Belmont Ridge Road) of the county has increased response times by approximately 10 minutes from 30 minutes to 40 minutes. As officer deployments are revised to meet these changes, the response rates in the high call volume areas in the eastern part of the county will be affected.
- Resident expectations and demand for response to wildlife issues coupled with a lower tolerance for animal behavioral issues such as dog bites, running at large and other nuisance types of incidents are expected to increase in growing higher populated communities.
- The increasing numbers of feral and stray cats/kittens continue to have a profound impact on shelter operations due to rising costs of care and disease management efforts. The increased numbers of stray cats/kittens has stressed foster care support, especially in the area of neonatal care.
- Current annual dog licensing numbers have created a significant increase in administrative work activities for the Department, adversely impacting processing time lines and reporting capabilities for other administrative activities.

FY 2012 Major Goals

- Decrease euthanasia rates by maintaining and enhancing programs such as animal enrichment and rehabilitation, foster care, breed rescue and alternative placement opportunities, sterilization, and pet identification.
- Provide greater community outreach and educational services by creating stronger contacts and partnerships with community organizations, public safety agencies and with state, regional and national organizations.
- Promote spay/neuter of dogs and cats through partnerships with non profit organizations who can demonstrate the ability to provide low cost sterilization programs for Loudoun residents.
- Increase opportunities for volunteer participation and integrate volunteerism into key agency programs such as behavior enrichment and rehabilitation for dogs and more social activities for cats and other animals in the shelter.
- Promote animal adoptions through creative and innovative marketing efforts and continue to utilize the Mobile Adoption Vehicle to enhance the accessibility of sheltered animals to the entire Loudoun community.
- Exercise plans and programs for Department and community response to disaster/emergency events that require temporary and/or pet friendly animal sheltering.

FY 2011 Major Achievements

- Successfully managed dog licensing and related administrative procedures resulting in the timely processing of almost 30,000 new dog licenses and renewals throughout the entire fiscal year.
- Successfully enforced animal abandonment, cruelty, and neglect cases resulting in felony and misdemeanor convictions.
- Provided pet food, medical care, and spay/neuter services to hundreds of Loudoun County companion animals through the CARE program and the Holiday Coalition's Pet Pantry.
- Successfully deployed the Mobile Adoption Vehicle to help bridge the accessibility gap between the western Loudoun shelter's location and the eastern and southern areas of Loudoun and to promote adoption of shelter animals throughout the County.
- Development of new programs for spay/neuter of community dogs and cats by partnering with local non profits that have sterilization programs capable of serving the needs of the Loudoun community.



**Loudoun County Government
FY 2012 Proposed Fiscal Plan**

Department of Animal Services

Departmental Financial Summary	FY 2008 Actual	FY 2009 Actual	FY 2010 Actual	FY 2011 Adopted	FY 2012 Proposed
Expenditures					
Personnel	\$1,906,219	\$1,923,042	\$1,934,942	\$2,026,055	\$2,037,299
Operations & Maintenance	506,014	464,990	504,269	471,856	518,812
Capital Outlay & Capital Acquisitions	168,098	0	0	0	0
Transfer to Central Services Fund	0	192,752	0	0	0
Total Expenditures	\$2,580,331	\$2,580,784	\$2,439,211	\$2,497,911	\$2,556,111
Revenues					
Permits Privilege Fees & Reg Licenses	\$107,450	\$230,966	\$300,752	\$205,863	\$235,863
Fines & Forfeitures	3,174	4,380	8,133	3,000	3,000
Use Of Money & Property	140	0	70	0	4,500
Charges For Services	64,967	78,274	64,700	104,900	100,400
Miscellaneous Revenue	14,899	6,644	2,052	0	0
Recovered Costs	0	7,828	0	0	0
Federal Categorical Aid	0	27,500	51,396	0	0
Other Financing Sources	13,800	163,525	21,237	0	0
Total Revenues	\$204,430	\$519,117	\$448,340	\$313,763	\$343,763
Local Tax Funding	\$2,375,901	\$2,061,667	\$1,990,871	\$2,184,148	\$2,212,348
FTE Summary	32.89	34.49	32.35	32.35	32.35

FY 2012 Budget Analysis

The FY 12 Proposed Fiscal Plan for the Department of Animal Services includes an increase in Local Tax Funding of \$28,200 due to an increase in expenditures of \$58,200 attributable to benefit costs for health insurance and Operations & Maintenance requirements, which is offset by a projected increase in revenues of \$30,000.

Budget History

FY 09: The BOS added 1.53 FTE for dispatcher and a part-time animal care technician.

FY 10: The BOS eliminated 2.14 FTE in the Animal Shelter for an animal care technician and an animal care field technician.

Additional information on this department's Capital Improvement Program projects can be found in Volume 2.

Note: The increase in Other Financing Sources for FY 09 was through the use of \$163,525 from the Animal Trust Fund for the purchase of the Mobile Adoption Vehicle.



Loudoun County Government
FY 2012 Proposed Fiscal Plan

Department of Animal Services

Expenditures by Program	FY 2008 Actual	FY 2009 Actual	FY 2010 Actual	FY 2011 Adopted	FY 2012 Proposed
Animal Shelter	\$1,619,505	\$1,544,889	\$1,413,708	\$1,379,672	\$1,407,514
Animal Control	960,826	1,035,895	1,025,503	1,118,239	1,148,597
Total Expenditures	\$2,580,331	\$2,580,784	\$2,439,211	\$2,497,911	\$2,556,111
Revenues by Program	FY 2008 Actual	FY 2009 Actual	FY 2010 Actual	FY 2011 Adopted	FY 2012 Proposed
Animal Shelter	\$77,843	\$263,846	\$115,809	\$79,700	\$79,700
Animal Control	126,587	255,271	332,531	234,063	264,063
Total Revenues	\$204,430	\$519,117	\$448,340	\$313,763	\$343,763
Local Tax Funding by Program	FY 2008 Actual	FY 2009 Actual	FY 2010 Actual	FY 2011 Adopted	FY 2012 Proposed
Animal Shelter	\$1,541,662	\$1,281,043	\$1,297,899	\$1,299,972	\$1,327,814
Animal Control	834,239	780,624	692,972	884,176	884,534
Total Local Tax Funding	\$2,375,901	\$2,061,667	\$1,990,871	\$2,184,148	\$2,212,348
Staffing Summary by Program	FY 2008 Actual	FY 2009 Actual	FY 2010 Actual	FY 2011 Adopted	FY 2012 Proposed
Animal Shelter	21.19	21.72	19.58	19.58	19.58
Animal Control	11.70	12.77	12.77	12.77	12.77
Total FTE	32.89	34.49	32.35	32.35	32.35



Department of Animal Services

Animal Shelter

Description

The Code of Virginia, Section 3.2 6546, mandates that the governing body of each County shall maintain (or cause to be maintained) an animal pound in accordance with guidelines issued by the Department of Agriculture and Consumer Services. The animal shelter provides State mandated care and treatment for all unwanted, stray, abused, abandoned, and impounded animals of Loudoun County. At any given time, the facility may house hundreds of stray and abandoned dogs, cats, rabbits, exotics, small animals, birds, reptiles, equines, livestock and poultry. The shelter facilitates animal adoptions through a variety of community outreach programs, including online animal postings, mobile adoptions, adoption promotions, radio and television appearances and adoption counseling efforts. Animal care and placement efforts are also facilitated through rescue partnerships, foster programs, and other programs aimed at reducing euthanasia. The Department provides humane education programs for children and adults at the animal shelter and in conjunction with schools and community partners. The Department's Volunteer Program provides critical support to staff including community outreach efforts, socializing and rehabilitating animals, assisting with the department website and administrative tasks, aiding in veterinarian transport and performing other special duties, as needed.

Budget Overview

FY 2012 Issues

- The animal shelter facility continues to present ongoing maintenance challenges that can affect the Department's ability to be responsive to the needs of the animals housed at the facility and in supporting the animal needs of the community.
- The downturn in the local economy continues to affect the department's ability to adopt all species of animals, particularly those with special needs. Continued outreach efforts will help to encourage citizens to consider adopting rather than purchasing new pets, but new pet ownership overall is not likely to increase until residents experience a sustained increase in disposable income.
- The animal shelter's location continues to adversely affect accessibility for much of the eastern and southern parts of the county. Continued use of the Mobile Adoption Unit in these areas is expected to improve adoption numbers and community awareness of the unique advantages of adopting from the County's Animal Shelter.
- The increase of abandonment, cruelty and neglect cases affecting companion animals as well as horses, livestock and poultry in the county continues to present challenges for the shelter affecting the Department's ability to handle unique care and welfare issues and the increase in costs associated with that care.
- The increase in number of abandoned animals due to foreclosure, eviction and/or other economic related issues continues to offer new and changing dynamics regarding the types of animal brought or surrendered to the animal shelter and the shelter's ability to collect fees for impoundment and board of owned animals.
- The increased costs for veterinary care, medical and food supplies and other necessary facility and animal care products presents budgetary challenges that affect the tough decisions on the level of care the animal shelter can or will be able to provide.
- The increasing demand for volunteer support of shelter programs and activities presents challenges for staff to maintain recruitment and retention programs that encourage and provide incentives for participation.

FY 2012 Goals

- Strive to enhance behavioral and enrichment programs to increase the number of adoptable animals available for placement and keep them adoptable for longer periods of time.
- Continue efforts to expand the Department's feline behavioral program that will facilitate cat adoptions and decrease return by owners.
- Increase opportunities for adoption of shelter animals through mobile adoption to the eastern and southern parts of the county.
- Enhance use of resources such as foster care providers, rescue partners and other alternatives to assist with animal welfare and live animal placements providing additional alternatives to euthanasia.
- Continue outreach efforts to promote spay/neuter programs targeted at reducing the feral and stray cat/kitten population and reduce euthanasia as a population control alternative.
- Enhance marketing efforts through media outlets, social media resources and use of technology to enhance the public's exposure to Department programs and services.
- Continue to utilize and manage volunteer resources to most effectively support Department programs and services.
- Work with County agencies to improve facility infrastructure to ensure that staff are able to provide a high level of care for sheltered animals.



Loudoun County Government
FY 2012 Proposed Fiscal Plan

Department of Animal Services
Animal Shelter

Program Financial Summary	FY 2008 Actual	FY 2009 Actual	FY 2010 Actual	FY 2011 Adopted	FY 2012 Proposed
Expenditures					
Personnel	\$1,142,812	\$1,081,096	\$1,095,353	\$1,106,467	\$1,134,416
Operations & Maintenance	308,595	271,041	318,355	273,205	273,098
Capital Outlay & Capital Acquisitions	168,098	0	0	0	0
Transfer to Central Services Fund	0	192,752	0	0	0
Total Expenditures	\$1,619,505	\$1,544,889	\$1,413,708	\$1,379,672	\$1,407,514
Revenues					
Permits Privilege Fees & Reg Licenses	\$0	\$(45)	\$(40)	\$0	\$0
Use Of Money & Property	140	0	70	0	4,500
Charges For Services	52,804	63,394	52,331	79,700	75,200
Miscellaneous Revenue	14,899	6,644	2,052	0	0
Recovered Costs	0	7,828	0	0	0
Federal Categorical Aid	0	27,500	51,396	0	0
Other Financing Sources	10,000	158,525	10,000	0	0
Total Revenues	\$77,843	\$263,846	\$115,809	\$79,700	\$79,700
Total Local Tax Funding	\$1,541,662	\$1,281,043	\$1,297,899	\$1,299,972	\$1,327,814
FTE Summary	21.19	21.72	19.58	19.58	19.58



Loudoun County Government
FY 2012 Proposed Fiscal Plan

Department of Animal Services
Animal Shelter

Performance Measures	FY 2009 Actual	FY 2010 Actual	FY 2011 Estimated	FY 2012 Projected
Objective: Maintain or exceed 90% satisfaction rating of good or excellent for customer service and shelter operations.				
• Number of adopter surveys	287	241	250	250
• Surveys with customer satisfaction level of GOOD or EXCELLENT	94.25%	96.00%	96.00%	96.00%
Objective: Increase the number of foster care providers and the number of animals fostered.				
• Number of animals fostered	173	106	175	180
• Number of foster care providers	33	35	36	40
Objective: Increase community outreach efforts.				
• Number of animals placed through special programs and events	114	134	130	140
• Number of email subscribers	1,517	1,433	1,500	1,550
• Number of outreach efforts to promote animal welfare	42	58	50	50
• Number of visits to website	513,804	419,108	385,000	400,000
Objective: Increase placement of adoptable animals.				
• Number of cats made available for placement	514	472	500	520
• Number of cats placed through adoption	437	423	450	470
• Number of dogs and cats placed through rescue partners and transfers	31	50	38	42
• Number of dogs made available for placement	242	169	225	225
• Number of dogs placed through adoption	238	177	200	200
• Number of other animals placed through adoption	225	199	200	200
Objective: Decrease the number of animals returned within one year of adoption.				
• Number of adopted cats returned within one year	22	18	16	16
• Number of adopted dogs returned within one year	15	11	10	10



Loudoun County Government
FY 2012 Proposed Fiscal Plan

Department of Animal Services
Animal Shelter

Performance Measures	FY 2009 Actual	FY 2010 Actual	FY 2011 Estimated	FY 2012 Projected
Objective: Increase participation of volunteers.				
• Average number of active volunteers	48.50	44.00	48.00	40.00
• Total number of volunteer hours	4,179	2,889	3,150	3,000
• Value of volunteer hours	\$81,380	\$57,717	\$63,787	\$60,750



Department of Animal Services

Animal Control

Description

The Animal Control Division is responsible for providing for the health, safety and welfare of the citizens and animals in Loudoun County through the enforcement of both state and local animal laws as mandated by the Code of Virginia, Section 3.2 6555. Animal Control Officers (ACOs) protect the public's health and safety from sick, injured, rabid or dangerous animals and assure the welfare of animals by promoting and providing for their safe, humane and lawful treatment. ACOs provide animal related emergency service response 24 hours a day, 7 days a week, which includes the rescue of sick or injured domestic animals, removing aggressive domestic and potentially rabid animals, protecting livestock from dog attacks, and providing assistance to law enforcement and fire & rescue personnel. ACOs investigate and resolve reports of alleged animal cruelty, neglect and abandonment through education and, when necessary, the courts system. The Division works hand in hand with local, state and federal agencies to ensure the proper safety, handling and protection of the citizens and animals of Loudoun County. The ACOs actively participate in educational opportunities at local schools, community groups and events on various animal related topics including dog bite prevention, emergency preparedness, and animal care.

Budget Overview

FY 2012 Issues

- From FY 05 to FY 10, dog bites increased approximately 33%, wildlife calls are up approximately 46% and abandoned animal investigations have increased by approximately 125%. This trend is expected to continue.
- The strategic deployment of Animal Control Officers to maximize response and resolution of animal related calls is increasingly difficult as call volume in the Leesburg area, as well as western parts of the county, are now comparable to or higher than the call volume in the eastern part of the Loudoun County. The call volume in the western areas of the county continues to be 31% higher than in the east.
- The response to cases involving cruelty, neglect or abandonment is increasing in complexity, often requiring extensive investigations, collection of evidence and interviewing of witness and intensive case preparation for court.
- Livestock and poultry calls regarding inadequate care, neglect and rescue continues to be a challenge for ACOs. These activities are typically time consuming and manpower intensive. Costs in technical emergency equipment, veterinary care, and transportation expenses also appear to have a significant impact on the proper handling and response to these types of calls. This trend is expected to continue in future fiscal years.
- Loudoun County continues to have one the highest number of rabies exposure in the state. Fairfax, Fauquier and Loudoun Counties rank in the top four highest number of rabies exposures in the state for calendar year 2010. Increased public awareness and community outreach efforts will be needed to help reduce the number of human and companion animal contact with rabid animals.
- Residential and commercial development continues to be a key factor in the increased call volume, not just for service, but also for information and guidance. Another factor of growing concern is the increase of calls that reflect a growing intolerance to animal behavior and interaction in various areas of the county. Call volume to the shelter's communications center has averaged between 15,000 and 22,000 calls per year (it was 22,374 for FY 10).
- The demand and expectation for animal control services continues to grow, and with staffing levels remaining as they are, the Department will need to make difficult choices as to the calls that are responded to, the number of staffed service hours and the programs that are supported.

FY 2012 Goals

- Make strategic adjustments with ACO area assignments to ensure areas with the highest call volume are staffed accordingly.
- Provide greater community outreach and support regarding the management of wildlife issues and companion animal contact with rabid animals. The promotion of rabies vaccinations is a key step in reducing the impact that rabies exposure has in the county.
- Identify alternatives for animal owners who are subject to foreclosure and/or evictions to help reduce the number of animals being abandoned or surrendered to the animal shelter.
- Enhance technical resource capabilities by utilizing state-of-the-art equipment and alternatives to enforcement to streamline operations and create greater capabilities to serve the public.
- Identify animal related situations that would benefit from sterilization programs and promote alternatives for animal owners to obtain appropriate services.
- Enhance communication's operations to improve call taking response, dispatch effectiveness and reporting efficiency.



Loudoun County Government
FY 2012 Proposed Fiscal Plan

Department of Animal Services
Animal Control

Program Financial Summary	FY 2008 Actual	FY 2009 Actual	FY 2010 Actual	FY 2011 Adopted	FY 2012 Proposed
Expenditures					
Personnel	\$763,407	\$841,946	\$839,589	\$919,588	\$902,883
Operations & Maintenance	197,419	193,949	185,914	198,651	245,714
Total Expenditures	\$960,826	\$1,035,895	\$1,025,503	\$1,118,239	\$1,148,597
Revenues					
Permits Privilege Fees & Reg Licenses	\$107,450	\$231,011	\$300,792	\$205,863	\$235,863
Fines & Forfeitures	3,174	4,380	8,133	3,000	3,000
Charges For Services	12,163	14,880	12,369	25,200	25,200
Other Financing Sources	3,800	5,000	11,237	0	0
Total Revenues	\$126,587	\$255,271	\$332,531	\$234,063	\$264,063
Total Local Tax Funding	\$834,239	\$780,624	\$692,972	\$884,176	\$884,534
FTE Summary	11.70	12.77	12.77	12.77	12.77



Loudoun County Government
FY 2012 Proposed Fiscal Plan

Department of Animal Services
Animal Control

Performance Measures	FY 2009 Actual	FY 2010 Actual	FY 2011 Estimated	FY 2012 Projected
Objective: Resolve companion animal and wildlife calls.				
• Number of calls for service	22,360	22,214	22,290	22,400
• Number of calls referred to local/county law enforcement	27	3	29	5
• Number of calls referred to other agencies	876	1,435	963	1,428
• Number of wildlife calls	3,009	3,077	3,696	3,080
• Number of wildlife calls dispatched to Animal Control Officers	776	679	853	680
• Number of wildlife calls referred to a rehabilitator	202	214	140	200
• Number of wildlife calls referred to Game and Inland Fisheries	132	110	115	110
Objective: Increase number of citizens and animal served through the CARE (Community Animal Resource Effort) Program.				
• Number of animals served by CARE	860	1,146	1,100	1,080
• Number of animals spayed/neutered through CARE	24	40	40	40
• Number of citizens receiving food and/or CARE supplies	483	667	650	552
Objective: Achieve average dispatch time of 4 minutes.				
• Number of calls dispatched to Animal Control Officers	4,322	3,843	4,000	4,200
Objective: Increase the percentage of dogs licensed in Loudoun County.				
• Number of dogs licensed	15,901	19,415	23,000	25,000
• Number of dogs licensed through field issuance	132	157	151	151
• Percentage of dogs licensed in Loudoun County	23.20%	34.00%	34.00%	36.00%
Objective: Increase number of pets that are micro-chipped.				
• Number of adopted pets micro-chipped by the department	702	595	750	650
• Number of micro-chipped pets registered with the department per year.	1,819	1,648	2,000	2,000
Objective: Increase the number of pets returned to owner.				
• Number of pets returned to owner (RTO) in the field	123	27	129	124
• Number of pets returned to owner at the shelter	410	471	500	500



Loudoun County Government
FY 2012 Proposed Fiscal Plan

Department of Animal Services
Animal Control

Performance Measures	FY 2009 Actual	FY 2010 Actual	FY 2011 Estimated	FY 2012 Projected
Objective: Maintain Animal Control response time of 30 minutes or less.				
• Average response time in Eastern Loudoun (in minutes)	40.00	37.50	40.00	40.00
• Average response time in Western Loudoun (in minutes)	40	40	40	40
• Number of animal related calls in the East	1,875	1,657	1,832	1,850
• Number of animal related calls in the West	2,456	2,111	2,140	2,200
Objective: Increase the number of cases resolved outside of court, while improving the successful conviction of court cases.				
• Number of complaint follow-up responses	8,173	6,209	7,112	7,200
• Number of complaints resolved outside of court	4,179	3,629	3,742	3,780
• Number of convictions/court dispositions	87	120	96	165
• Number of court cases	127	216	178	220
• Total number of animal control complaints ¹	4,322	3,845	n/a	n/a

¹ Due to the similarity to another measure, this measure will no longer be tracked beginning in FY 11.